



44 YEARS OF SERVICE · 1982-2026

Annual Report 2025-2026

TRANSPORT FOR PEOPLE WITH MOBILITY CHALLENGES



HcL provides transport for older people, people with disabilities, additional support needs or health conditions that affect mobility, and those who are rurally isolated with little or no access to transport.

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THE YEAR AT A GLANCE

137,000+

people transported, 1 April 2025 to 31 March 2026

18,579

registered users: Dial-A-Ride 16,917 and Dial-A-Bus 1,662

83·46

staff and vehicles after our merger with SEAG, up from 43 and 32

64,935

community bus passengers, September 2025 to August 2026

£2.29m

total income for the year, with fare income rising to £658k

£221,865

awarded for three fully electric wheelchair accessible minibuses

Chairman's Foreword

Dennis Wilson, Chairman

"The staff on the desk try their best and sometimes the impossible to get you where you want to go."



Kelvin Cochrane (Chief Executive), Dennis Wilson (Chairman) and Jaslin Bhagrath (Treasurer) at the 2025 AGM.

It has been a very unusual year for HcL. In fact, as a local charity, we have ended the year with considerably more staff than we had at the start of the financial year. I'll come back to this later on.

Like all organisations that use transport to provide what we do on behalf of our users, fuel, insurance and repairs have become more expensive. But with the drive and experience of the CEO and his team all supporting each other, we have mostly been able to provide transport when it was requested. **The staff on the desk try their best and sometimes the impossible to get you where you want to go.** I know, because my wife and I both use HcL. Especially when you need to get into a building and a taxi would just leave you at the front door.

I would like to mention especially all the drivers, who are always prepared to go that extra mile, so to speak, to ensure that you get safely to your appointment and you're never made to feel a nuisance or a burden. THANKS GUYS.

To return to what I said at the start of this report: the management of both HcL and SEAG have been working exceedingly long hours to meld the two charities and on the 1st of April I'm delighted to say that the merger took place under the banner of HcL.

Dennis Wilson

CHAIRMAN

Chief Executive's Report

Kelvin Cochrane, Chief Executive

This is the Charity's 44th Annual Report and covers the period from the last Annual General Meeting held on Monday 27 October 2025 to this year's AGM on Monday 12 October 2026. The Directors' Report and Accounts are published separately and cover the Charity's financial year, 1 April 2025 to 31 March 2026, although a summary version is contained in this report.

This has been a year of significant change for HcL. Our merger with South Edinburgh Amenities Group completed on 1 April 2026, has meant that we have grown from 43 members of staff and 32 vehicles to 83 staff and 46 vehicles. SEAG's General Manager, Lesia Herasymchuk, has joined us as Deputy Chief Executive.

There has been a great deal going on in the background throughout the year. We have met MSPs, councillors, stakeholders and trusts, and attended conferences, spreading the word about the work our staff carry out on your behalf.

Our former Fundraising and Marketing Manager, Dolina Gorman, played a key role in securing support from corporate partners, trusts and community groups before leaving us for a new opportunity at Edinburgh Leisure. We wish her well. Jonathan O'Keefe joined us as our new Fundraiser in May and is developing a strategy to broaden our income sources and partnerships across the public, private and third sectors. Highlights this year include:

OPAL (Opportunities for Active Lives), Cyrenians: adapted transport three times a week to day care groups in West Lothian, funded for a further two years by the National Lottery Awards for All Fund.

Primrose Day Centre, East Lothian: adapted transport five days a week for older people attending day care services.

Blackridge Service: a service on various Sundays taking residents from Blackridge to Livingston Shopping Centre, funded by the Blackridge Community Fund.

Forever Young Club, West Edinburgh: outings and lunches for frail older adults, supported by the City of Edinburgh Council Community Grants Fund.

Care4Calais, Edinburgh: transport enabling people seeking asylum and refugee status to attend a monthly community meal at Hibernian Football Club, supported by the Robertson Trust.

We also received generous donations from local groups including Loanhead Guild and Bathgate British Legion. On behalf of everyone at HcL, I extend our heartfelt thanks to all our supporters. Your generosity makes our work possible.

Our Service Development Manager, Elizabeth, has represented HcL widely across Edinburgh and the Lothians, attending forums, networks and consultations on accessibility, older people’s services, climate change and transport.

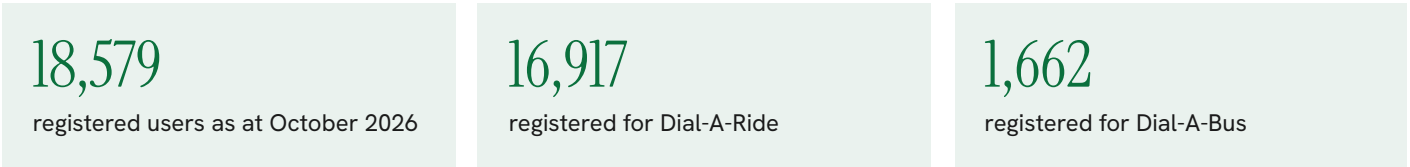
We delivered more than 20 information stalls and group visits this year, engaging with communities on topics such as carers’ rights, dementia support, healthy living and disability services. We also contributed articles and updates to newsletters including iThrive Edinburgh, VOCAL (Voices of Carers Across Lothian) and Midlothian Council publications.

Charitable Objectives and Activities

The objectives of HcL are to provide transport for older people, people with disabilities, additional support needs or health conditions that affect mobility, and those who are rurally isolated with little or no access to transport.

Handicabs Lothian (HcL) operates 2 core services across Edinburgh and the Lothians: Dial-A-Ride and Dial-A-Bus. We also provide longer distance journeys on demand subject to availability.

We believe transport plays a massive part in improving wellbeing and reducing loneliness and isolation for people with mobility challenges. Combined with the growth in population in the Lothians, increasing numbers of people will need quality accessible transport.



"Having the privilege of using the Dial-A-Bus helps in so many ways, a little more independence meeting more people and having the drivers who are very polite and helpful is a real bonus, nothing seems to be any trouble to them and I think they are very patient with all of us oldies. My only hope is that this service never ends. We are so lucky. Finally, one of my neighbours in Manse Court has had to stop using the 'wee' bus as she is getting more infirm and it just became too much for her but has really affected her in that she doesn't get out anymore. Thank you all on her and my behalf."

"The service provided is wonderful. Without this service I would be very isolated. The service allows me to meet other people and gives me a little independence which is very beneficial. Being able to go my weekly food shopping is amazing. The bus driver is such a lovely person and always pleasant and helpful."

"Not only does the bus provide transportation it provides social interaction. I would hate to be without it. I look forward to my weekly shop. Thank you."

"The service is first class, and the drivers are very helpful and always make sure everyone is ok. Office staff also very pleasant and nothing seems to be a bother to them."

Dial-A-Ride

HcL aims to provide a quality service which goes above and beyond providing a door through door transport service. This ensures our passengers receive the assistance they need at the start and end of their journey, which is often their only means of going out. This may be assisting people with putting their coat on, tying a shoelace, locking a front door or ensuring that they are settled safely in their home after the journey. The profile of our passengers indicates a high level of mobility difficulty, with 22.5% of our passengers using a wheelchair. Many of our passengers rely on our service and cannot use buses or taxis. Our service is a particular lifeline for passengers across the Lothians attending medical and health related appointments, in particular across the different NHS Lothian hospitals.

Dial-A-Ride operates 7 days a week, 365 days a year including evenings. Edinburgh accounted for 59% of Dial-A-Ride trips, West Lothian 18%, Midlothian 10% and East Lothian 13%.

By providing quality transport, our customers are able to be involved in the community by attending medical appointments, day centres, colleges, schools and support groups, visiting shopping centres and theatres, visiting friends and family, socialising, taking day trips or going away for a holiday, which also enables family members and carers to have a much needed break.

From 27 October 2025 until 12 October 2026, the Dial-A-Ride service provided 50,678 passenger trips for residents in the Lothians.

Dial-A-Bus

Dial-A-Bus provides a Monday to Friday shopping service to local and major shopping centres for people who have difficulty shopping using public transport. Passengers are helped in and out of their homes, to and from the bus, and helped to take their shopping inside on return if needed. All areas of the Lothians have at least one, and often 2, routes available during the week in either the morning or afternoon.

From 27 October 2025 until 12 October 2026, we carried 26,418 passengers, with 2% of passengers using wheelchairs.



Our community bus routes link residential areas to shops, health services and onward public transport.

Community Bus Services

At the beginning of September 2026, we launched our new Route 67 service. This service connects Edinburgh International Climbing Arena (EICA) Ratho, Lost Shore Surf Resort, Ratho Village and central Edinburgh. We are operating this route as part of a six month trial period but hope to make it a permanent addition to our services.

We have delivered bus services in Broxburn, West Lothian since 2021, and in Edinburgh: the Gyle and Clermiston, Route 68 (July 2024), and Lady Nairne, Willow Brae and Portobello, Route 69 (December 2024). Between 1 September 2025 and 31 August 2026, 64,935 passengers travelled with HcL, of whom 60,936 used concessionary travel passes. These services link the public and people with mobility challenges from residential areas to key services, including shops and health and personal care outlets. They also support users to connect to existing public transport for onward travel.

These services can operate on a hail and ride basis in residential areas where there are no formal bus stops. Passengers can signal to the driver to stop at any point in these areas, and the driver will stop as soon as it is safe to do so. Fares are £2.40 for adults and £1.20 for children, with concessionary bus pass holders able to travel for free.

All the vehicles used on the routes are fully accessible and are specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

64,935

community bus passengers in the year to 31 August 2026

60,936

journeys made with concessionary travel passes

£2.40

adult fare · £1.20 for children · free with a concessionary pass

4 routes

67 Ratho · 68 Gyle-Clermiston · 69 Lady Nairne · 2A/2B Broxburn-Uphall

Dial-A-Bus Concessionary Travel

Midlothian and East Lothian

From February 2024, Midlothian and East Lothian Dial-A-Bus service users have been able to use their concessionary passes. Thank you to Midlothian and East Lothian Councils for their support.

Edinburgh

From October 2024, Edinburgh Dial-A-Bus users have been able to use their concessionary cards on all our Dial-A-Bus services. Thank you to the City of Edinburgh Council for their support.

West Lothian

From April 2021 West Lothian Dial-A-Bus users have been able to use their concessionary cards on all our Dial-A-Bus services. Thank you, West Lothian Council, for their support.

Merger

Our merger with South Edinburgh Amenities Group (SEAG) was completed on 1 April 2026. We took this step to address the financial pressures facing both organisations, improve efficiency and protect services for people with mobility challenges across Edinburgh and the Lothians.

SEAG’s staff, vehicles, contracts and assets transferred to us on that date and SEAG ceased trading. The transition was seamless, with no interruption for any user and no redundancies. All SEAG staff transferred under the TUPE Regulations with continuity of employment and existing terms protected, their management retained their roles, and the General Manager became Deputy Chief Executive. Three SEAG trustees have joined our Board, having attended as observers beforehand, which has given us valuable continuity.

43 → 83

members of staff

32 → 46

vehicles in the combined fleet

Zero

redundancies and no interruption for any user

Three

SEAG trustees joined the HcL Board

Bringing together our individual transport solutions and SEAG’s expertise in group services has made us more flexible and more efficient. We can offer users more options, we have a wider reach into the communities we serve, and we are better placed to meet the growing demand for accessible transport across the Lothians. The combined organisation operates under the registered name Handicabs (Lothian) Ltd, and we will rebrand the name and livery during 2027/2028.

Thank you to the City of Edinburgh Council and our Link Officer for their continued support throughout the transition.



The SEAG team, now part of HcL, celebrating George McGregor’s retirement after 24 years as a driver.

Funding and Advocacy

Throughout the year Lesia and I have made the case for change. We wrote to councillors, met elected members from across the political parties, and welcomed several to see our operation at first hand. We have also worked closely with our fellow operators through the ECTOG (Edinburgh Community Transport Operators Group).

In August we submitted a written deputation and spoke in person at Full Council in support of a motion on community transport. It was well received and prompted questions from members across the chamber. Lesia is now preparing a detailed evidence report on behalf of the Edinburgh Community Transport Operators Group, setting out what community transport delivers for the city and what would be lost without it. This will support the Council's own report on future funding arrangements, going to the Finance and Resources Committee in early 2027.

Our Service Level Agreement with the Council runs to June 2027, which makes the coming year a critical one. We are preparing evidence on what community transport delivers and what Edinburgh would lose without it, drawing on independent research and on the experiences of our own passengers, and we continue to work with the Community Transport Association and with the Scottish Council for Voluntary Organisations (SCVO), which has featured HcL in its Fair Funding campaign.

Later this month Lesia and I will attend the Community Transport Association's D1 reception at the Palace of Westminster, supporting the campaign to extend minibs driver entitlement to category B licence holders. Only 1% of D1 licences in Great Britain are held by people under 46, and some 2.9 million are expected to be lost over the next five years as drivers reach 70, so this matters a great deal to our ability to recruit drivers in the years ahead.



Kelvin Cochrane, CEO, and Lesia Herasymchuk, Deputy CEO, at Celebrating Scotland's Community Transport Movement in Scotland's Parliament.

Fleet Investment

I am also pleased to report that HcL has been awarded £221,865 from the Plugged-in Communities Grant Fund, financed by Transport Scotland and administered by Energy Saving Trust, to purchase three new fully electric wheelchair accessible minibuses. They will replace three ageing, high mileage diesel vehicles currently used on our Dial-A-Ride and community bus services. Based on our own fuel records, we estimate the change will save around £17,000 a year in running costs and cut emissions by roughly 30 tonnes of CO₂e. The vehicles are due for delivery by March 2027 and take us a significant step closer to a cleaner, more reliable fleet for the passengers who depend on us. My thanks to the team who put the application together.



One of our current wheelchair accessible minibuses.

£221,865

Plugged-in Communities
Grant Fund award

3

fully electric wheelchair
accessible minibuses by
March 2027

£17,000

estimated running cost
savings each year

30 t

of CO₂e emissions cut
each year

Thanks

We are grateful to all our supporters, from members and users who have made donations, to the funders, trusts, charitable organisations and local groups who have supported us.

I would also like to thank our professional and committed 83 members of staff who operate our 46 vehicles and 3 despatch centres throughout the year, including evenings and weekends, and our volunteer drivers. A big thanks to the Chair and Executive members, past and present, for all their efforts over the years and the support they have given me. Our committee, members and friends continue to help us with generous donations and voluntary assistance.

Last but not least, the most important people, our members and users who continue to use and support our services. Without the support of the City of Edinburgh Council, West Lothian Council, and Midlothian and East Lothian Councils, HcL would not be what it is today.

A very big thanks to all.

Kelvin Cochrane

CHIEF EXECUTIVE

Summary of Achievements

Services

- All Dial-A-Bus services throughout the Lothians accept concessionary bus passes.
- During the year from 1 April 2025 to 31 March 2026, we provided transport for over 137,000 people.
- Maintained and improved Dial-A-Ride and Dial-A-Bus services – re-trained Despatchers on booking and scheduling software.
- Purchased two new buses for Dial-A-Ride and leasing two buses for Ratho community route.
- Developed new services which enhance mobility.
- Launched the new Route 67 service in September 2026, connecting EICA Ratho, Lost Shore Surf Resort, Ratho Village and central Edinburgh, operating as a six month trial.

Partnerships and profile

- Raised profile of the Charity through the regular updating of the website, Facebook and refreshed and updated leaflets; supported local charities and organisations; sought PR opportunities with several magazines and newspapers.
- Active members of forums: Edinburgh Community Transport Operators Group (ECTO); Lothian Community Transport Services; Pilton Equality Project; South Edinburgh Amenities Group and the DOVE Centre; Community Transport Association; West Lothian Volunteer Network; West Lothian Senior People's Forum; Midlothian Older Peoples Forum; Community Scotland Electric Vehicles Forum and West Lothian Bus Alliance, Edinburgh Accessibility Commission.
- Ongoing development of stakeholder relationships and ways we can work with The City of Edinburgh Council; West Lothian Council; Midlothian Council and East Lothian Council. New services include school transport for children with complex health needs, adult day centres and community bus services.
- Partnership working – collaborated with partner organisations in the public, voluntary or private sectors where this advances our strategic aims; monitoring and evaluation of our services – both statistically and qualitatively e.g. seeking feedback from passengers, members and stakeholders.
- We continue to develop funding/service partnerships with local community providers across our four local authority areas. These include The Forever Young Club, The Primrose Day Centre and Care4Calais.
- HcL and South Edinburgh Amenities Group (SEAG) Community Transport Organisations completed a merger on 1 April 2026.

Contracts and funding

- Successfully tendered for community bus routes in Edinburgh through Public Contracts Scotland: Ratho (Route 67), the Gyle and Clermiston (Route 68) and Lady Nairne (Route 69).
- Service Level Agreements with The City of Edinburgh Council until June 2027.
- Rolled over yearly Service Level Agreements with West Lothian, Midlothian and East Lothian Councils 2026-2027.
- 30 applications submitted to funders.
- Successfully retendered for the Broxburn & Uphall Town Service through Public Contracts Scotland.
- Engaged with funders to fully understand their policy priorities and to communicate effectively the contribution that HcL makes in meeting these policies.
- We are delighted to have received funding from the Lottery which will see our partnership with OPAL Cyrenians continue into 2027.
- Awarded £221,865 from the Plugged-in Communities Grant Fund, financed by Transport Scotland and administered by Energy Saving Trust, to purchase three fully electric wheelchair accessible minibuses, due for delivery by March 2027.

People and policy

- HcL is proud to continue to be a member of the Scottish Living Wage.
- Reviewed and updated our Staff Conditions of Service with the assistance of WorkNest, Unite the union and staff.
- Reviewed and updated Executive Policies.
- Member of ECO stars which enables us to monitor our carbon footprint yearly.
- Continue to employ a trainer to deliver our staff in-house training.
- The majority of HcL staff have completed Dementia Friends awareness sessions and are part of a social action movement to increase awareness of dementia and to address the stigma experienced by many people living with the illness.

Outreach



Elizabeth, our Service Development Manager, at the West Lothian Carers event.

FIVE KEY AREAS

- Waste and recycling
- Paper use
- Plastic use and other products
- Utilities and resource efficiency
- Vehicles and travel

Throughout the year we have provided pop-up stalls, information talks and group visits to a variety of organisations and events across Edinburgh, East, West and Midlothian from Haddington to Cramond and Bonnyrigg to Blackburn. These include Dementia and Memory events, Ageing Well, Volunteer Recruitment, Third Sector Conferences, Falls Prevention events and Carers Rights events.

In an outreach/development capacity we attend and contribute to different forums/commissions across the four Health and Social Care Partnership areas and nationally. These include Joint older people's providers' forums, Third sector forums, Volunteer networks, Voluntary Health Scotland and the Edinburgh Accessibility Commission.

We also regularly engage in consultations and questionnaires on various subjects which affect us as an organisation and our passengers such as the environment, transport & travel, accessibility and health and social care.

In order to further develop our accessibility, we also continue to be part of the West Lothian Volunteer Gateway online service locator, ALISS: Scotland's online information system and Euan's Guide Disabled Access information site.

Since our last annual report, we have contributed to many other organisations sending written information, posters, flyers and providing articles for newsletters and updates.

Becoming more Environmentally Friendly

Over the past year the Green Committee has continued to consider how HcL can become greener and more environmentally friendly taking into account different aspects of our business, their environmental impact and how we can improve our practice. The group membership consists of a mixture of different staff as well as a member of the Executive Committee.

As usual the Green Committee have focused on how we can make improvements in five key areas. Using these key areas, we continue to consider and review our environmental policy and action plan.

This year Elizabeth our Service Development Manager has completed eLearning Climate Action modules, and we have registered to receive regular Climate Action Network updates and newsletters from across the Edinburgh and the Lothians Climate Action Network Hubs.

New and updated services



Driving into Ratho on the new 67 service, and the fully accessible 67 bus in its EICA Ratho livery.

NEW SERVICE

No 67 — Ratho to Waterloo Place

At the beginning of September, we launched our new 67 service. This service connects EICA Ratho, Lost Shore Surf Resort, Ratho Village and central Edinburgh.

We are operating this route as part of a six-month trial period but hope to make it a permanent addition to our services.

The vehicle used on service 67 is fully accessible and is specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

Fares are £2.40 for adults and £1.20 for children, with concessionary bus pass holders able to travel for free!



HcL now appears alongside Lothian Country and Ember on Council bus stop signs along the 67 route.

UPDATE

Services No. 68, No. 69 and 2A/2B

We have been operating Service 69 Lady Nairne since the end of 2024. Like our other community bus services, the 68 Gyle-Clermiston and the 2A/2B Broxburn-Uphall, this bus enables local people to improve their independence and access key amenities such as shops and health services, as well as existing public transport links for onward travel.

The Service operates a hail and ride section, where there are no formal bus stops. Passengers can signal to the driver to stop at any point on the section, and the driver will stop as soon as it is safe to do so. The vehicle used on service 69 is fully accessible and is specially adapted to carry combinations of wheelchair users and other passengers safely and comfortably.

fort
kinnaird

On Monday 1 June 2026, we were able to change and improve the timetable to include Fort Kinnaird.

Fundraising

We continue to develop funding/service partnerships with local community providers across our four local authority areas. These include OPAL/Cyrenians, The Forever Young Club, The Primrose Day Centre and Care4Calais.

Current funders

We are grateful to the following funding bodies who have supported HcL over the past year – helping us to continue to develop our local community partnerships, and to invest in vital safety equipment that ensures that our passengers with mobility challenges are able to travel safely and comfortably on our services.

**The National Lottery
Community Fund – Awards For All**

Foundation Scotland

The Hugh Fraser Foundation

The Percy Bilton Charity

**The Inch Cape Construction
Fund**

**The Len Thomson Charitable
Trust**

**City of Edinburgh Council
Community Grants Fund**

The Stafford Trust

A new fundraising strategy

Following our previous Fundraising & Marketing Manager, Dolina Gorman, departing HcL to start an exciting new opportunity at Edinburgh Leisure, Jonathan O’Keefe joined us as our new Fundraiser in May. During his first months in post, he has been reviewing our fundraising opportunities and is in the process of developing a new strategy that will broaden HcL’s income sources and partnership opportunities with the public, private and third sectors. We will be looking at participating in more community fundraising events, promoting individual giving programmes, and mutually beneficial corporate partnerships.

Looking forward to 2027 we have been awarded £221,865 from the Plugged-in Communities Grant Fund for three new fully electric wheelchair accessible minibuses, and we are assessing new opportunities for National Lottery funding to help strengthen our IT network infrastructure following our merger with SEAG.

Partnerships

Working in partnership with local service providers helps HcL fulfil its core charitable mission and meet the goal of public and private sector funders to encourage collaboration between local service providers to meet local objectives and priorities. Over the past year we have continued to develop and strengthen our local community partnerships.

“OPAL offers preventative services to improve older people’s mental health and wellbeing, physical health and support an active lifestyle with a connection to the local community.”

OPAL – Opportunities for Active Lives / Cyrenians

We continued to provide adapted transport for OPAL community groups three weekly return journeys to and from day care groups for older people. These groups have a real positive impact on older people's lives across West Lothian. The partnership supports the shared aim of both charities to reduce isolation and loneliness while promoting community connections.

Thank you to the National Lottery Community Fund 'Awards for All' programme, which has supported this partnership for two years. We are also thankful to The Stafford Trust from whom we received additional funding to support the partnership this year.

This funding also means older people who use OPAL's services in West Lothian get the opportunity to choose sustainable transport options for longer journeys through our Dial-A-Bus, Dial-A-Ride and community bus services.

Our new Fundraiser, Jonathan O'Keefe, met with OPAL's service manager in June to develop plans to ensure that we are able to secure new funding for the partnership to continue into 2027/28, which will include new applications to the National Lottery and other community funders.



OPAL group members boarding the minibus for their weekly day care group in West Lothian.

OPAL CASE STUDY

Margaret's story

Name changed for confidentiality

Margaret, 82, lives alone in a small village outside Livingston. After a fall, she lost confidence walking even short distances. Although a bus service exists, the stop is too far for her to reach safely. Before connecting with OPAL, she spent most days alone and described her weeks as "quiet, long and lonely".

Through the HcL-OPAL partnership, we arranged door-through-door transport so Margaret could attend the Monday Craigengar group. Since joining, she has regained confidence, made new friends, and taken part in activities she enjoys. She has also attended OPAL outings — something she had not done independently in years.

"The transport changed everything. I feel like I've got my life back. I look forward to Mondays now — it's the highlight of my week."

Her experience reflects the reality for many older people who simply need safe, reliable transport to reconnect with their community.



Forever Young Club - Edinburgh

We were delighted to have received funding to support more outings with lunches for the Forever Young Club - a day care service for frail older adults in West Edinburgh. The project offers older adults the opportunity to get out of the house and meet others and make friends. The group offers support, friendship, a variety of social activities and a hot lunch.

Thank you to the City of Edinburgh Council Community Grants Fund (CGF) for supporting this partnership.

Primrose Day Centre - East Lothian

We continued to provide adapted transport for 5 days a week to enable older people in East Lothian to attend day care services at the Primrose Day Centre in East Lothian.



Care4Calais - Edinburgh

Care4Calais is a volunteer-run charity supporting refugees in the UK and Northern France. In Edinburgh they work with individuals seeking asylum and refugee status - many of whom face isolation, poverty and mental health challenges.

HcL provides adapted transport that enables 9 individuals to enjoy a monthly nutritious community meal at Hibernian Football Club, where they engage with local residents to share food, build friendships and engage in cultural exchange.

We are thankful to the Robertson Trust who provided funding to Care4Calais to support the continued provision of HcL's adapted transport services.

Community Transport Association 40th Anniversary



Gary (left) and Kelvin (right) — 34 and 39 years with HcL.

The Community Transport Association (CTA) is a member-led charity that provides leadership, training, advice, and operational support to transport-related charities, community groups, and social enterprises across the UK.

2026 is their 40th Anniversary year and as one of their longest serving members we were asked to contribute to their celebrations. We provided interviews and photos from Kelvin our CEO and Gary our Lead Operations Manager who have been working with HcL for 39 years and 34 years respectively!

As part of the interviews, Gary explained that so much has changed over his time with us and he says, “so much for the better”. He also said that throughout all of his time with HcL he has most enjoyed meeting people, getting to know them, speaking to passengers, and hearing about their lives.

Kelvin says that he has seen a huge amount of change across the organisation over the years, all of which he thinks has made us bigger and better.

“Back in the early days there were no mobile phones, so drivers used two-way radios to keep in contact and were given phone cards because if you did need to phone you had to jump out and use a phone box. Often if the office needed to contact us, they would call the home of our next pick up and leave a message with the passenger. The difference now is unbelievable with CATTs, mobiles and card machines.”

Gary Toner, Operations Manager

“HcL has through a process of improvement become a professional third-sector organisation and business while maintaining our core aims and values.”

Kelvin is very proud of our staff team, the training and policies we implement, and the services we provide. He is also keen to acknowledge the support that he has received from Edinburgh, East, West and Midlothian Councils and particularly from our Executive Committee.

Kelvin explained that so much has changed over his time with us not only in his role but also in the work we do and services we provide.

“I like growth and change, new vehicles, providing community bus services, introducing concessionary travel and just recently we have merged with South Edinburgh Amenities Group to enable further development in the future. But at the heart of everything the most important thing is our passengers. Looking back to my time as a driver, I can still remember their stories and getting to know people who relied on us.”

Driving Communities Forward

Celebrating the people who keep community transport moving every day



Frances at her desk in our West Lothian office in her early years with HcL.

Frances McCallum, Office Coordinator

Frances has worked for HcL in our West Lothian office for 26 years. She initially started working for us part-time, 1-4pm, answering calls and making bookings for our Dial-A-Bus service. Frances explained that when she started, we only had the two services in West Lothian, so she organised Dial-A-Bus and we had another staff member who took care of Dial-A-Ride.

Frances had been working for HM Prison Service as the Barlinnie Prison Governor's secretary, but she was made redundant, so her brother Kelvin (who is now our CEO) suggested coming to work in our West Lothian office.

Over the years our services increased with more buses and drivers. As a result, Frances's job became full-time and her role developed, eventually becoming our Dispatch Coordinator. Frances continues to enjoy her job but has recently become semi-retired, now working part-time again.

Frances says that she has seen a huge amount of change across the organisation over the years, all of which she thinks has been necessary for us to diversify and survive:



Frances today, in front of a display of HcL's history.

"We now have community bus services, people travelling free with their bus passes on Dial-A-Bus and we have group and school transport. This all means that we help lots of different people and make a positive difference to their lives."

Frances is very proud of the work that HcL does and how we have adapted to meet the constant funding challenges, ensuring that services continue for our passengers.

Frances explained that although there have been lots of changes over her time with us, she knows that at the centre of everything, and the most important thing, is our passengers:

"The very best thing about my job is talking to passengers and over time getting to know them when they phone to book journeys. I know that sometimes I might be the only person that they speak to that day, so I like to have a chat and make sure that they are okay. It's funny because I never really get to meet people face to face but I know them really well and they know me."

Thank you, Frances, for the vital role you play in helping people stay connected, independent and involved in their communities.

Introducing some of our new staff

Over the past year we have employed some new younger staff who are currently studying or recently graduated from university. It has been good to have new ideas and expertise added to the staff team whilst also being able to provide these opportunities.



Sophie Campbell
MARKETING
MANAGER

Sophie is our Marketing Manager, overseeing our online communication such as our social media and contributing to our website. She recently graduated from Queen Margaret University Edinburgh after completing a BA (Hons) in Business Management with Marketing.

Sophie really enjoys being able to use the skills and knowledge that she gained at university in her job here at HcL. She also enjoys when she is in the office getting to know the other staff and feeling that she is part of our wider work.

"I wanted to work in the third sector because of the great services that organisations like HcL provide. Seeing the difference that accessible transport can make to people enabling them to get out and about and be involved in their community."

Away from work Sophie likes reading, sewing and cosy video games such as Animal Crossing. She also likes going out with her friends.



Yaroslav Varanytsia
OFFICE
COORDINATOR

Yaroslav is our Office Coordinator and assists with the day-to-day running of our Liberton office. He supports a wide range of operational tasks across the office, which fits well with his studies. He has just started his second year at Napier University, where he is studying Business Management.

"As a student, this is an excellent opportunity to gain practical experience and understand how an organisation operates day to day. I can also put my IT skills to good use and make a valuable contribution to the team. It is rewarding to be able to learn, develop my skills and help others at the same time."

He also thinks it is great that HcL creates opportunities for young people, and that the flexibility on offer means he can work while still having time to study.

Away from work, Yaryk keeps fit with outdoor activities, particularly cycling and hiking.



Sophie Crooks
FINANCE
ASSISTANT

Sophie started with HcL as our Finance Assistant in February while at Edinburgh College studying for an HNC in Social Science. She has since achieved her HNC and has recently left us to go on to Edinburgh University and is in her first year of a law degree.

"I really enjoyed working at HcL particularly getting to know my colleagues in the office and having a chat, everyone is really friendly. I learnt lots about the work that HcL does and how this enables our passengers to get out and about, I think it's really good that we are able to provide these services for lots of different people."

Away from work and studying Sophie loves to read and spend time with her dog Apollo.

HcL Fundraising Toolkit



Our Edinburgh Marathon Festival 2025 team; the charity bungee team kitted up and ready; and Ryan taking the plunge.

Fundraising for HcL couldn't be simpler. Whether you're raising money online, donating in memory, leaving a gift in your will, taking part in an event or fundraising through your workplace, the opportunities to support our work are limitless. We can support your efforts and help you.

1

**Raise money
online**

2

**Donate in
memory**

3

**Leave a gift in
your will**

4

**Take part in an
event**

5

**Corporate
fundraising**

Who does your support help?

You will help us to continue to make accessible transport available to everyone within the Lothians. We are an essential service that reduces isolation, and our aim is to support everyone within the Lothians to stay connected in their community. With your help, we can do this.

For more information, if you have any questions or would like some assistance, please contact our Fundraiser:



Jonathan O'Keefe
FUNDRAISER

jonathan.okeefe@handicabs.org.uk

Treasurer's Report

Jaslin Bhagrath, Treasurer



During the year, the charity continued to expand its community transport services across Edinburgh and the Lothians, enabling us to support more people and increase the reach of our services. This growth contributed to an increase in fare income to £658k and helped drive overall income to £2.29 million for the year. The increased demand for our services also resulted in additional staffing requirements, with employee numbers rising from 45 to 47 during the year. As a people-focused organisation, staff costs remain our largest area of expenditure and are fundamental to delivering the high-quality door-through-door support that our service users rely upon.

We continue to operate in a challenging financial environment, with local authority funding remaining largely static while costs, including fuel, vehicle maintenance and repairs, remain subject to ongoing market pressures. We are therefore particularly grateful for the continued support of our local authority partners, trusts and foundations, individual donors, members and service users who make our work possible. Looking ahead, we are delighted to have completed the merger with South Edinburgh Amenities Group (SEAG) on 1 April 2026, which will strengthen our organisation through additional staff, vehicles and expertise, enabling us to further enhance and develop services for communities across the Lothians.

Income 2025/2026

Year to 31 March 2026 · Total income £2,295,306

Operating grants	£1,257,782 · 54.8%
Fares	£658,237 · 28.7%
Investment and other income	£218,411 · 9.5%
Network Support Grant	£121,758 · 5.3%
Capital grants	£30,000 · 1.3%
Memberships, donations and legacies	£8,998 · 0.4%
Other trading activities – training	£120 · <0.1%

Expenditure 2025/2026

Year to 31 March 2026 · Total expenditure £2,122,044

Staff wages and costs	£1,137,824 · 53.6%
Vehicle costs: fuel, repairs, insurance	£412,786 · 19.5%
Support costs	£282,263 · 13.3%
Admin wages	£205,537 · 9.7%
Rent, rates, heating	£44,631 · 2.1%
Other	£39,003 · 1.8%

Directors' Statement on the Summarised Financial Statements

The summarised financial statements set out in this report have been extracted from the full financial statements which were approved on 8th September 2026 and do not constitute the charity's statutory financial statements. The full financial statements have been audited and the auditor's opinion was unqualified. The full financial statements for the years ended 31st March 2026 and 31st March 2025 have been filed with Companies House.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information the full financial statements, the auditor's report on these financial statements and the Directors' Report should be consulted. Copies of the full financial statements can be obtained from the Registered Office at 24/3A Dryden Road, Loanhead, Midlothian, EH20 9HX.

Signed on behalf of the directors on 8th September 2026 by Mr D Wilson, director.

Summarised Financial Statements for the year ended 31st March 2026

	Unrestricted funds £	Restricted funds £	2026 Total £	2025 Total £
Income and endowment from:				
Donations and legacies	8,138	-	8,138	10,400
Membership	860	-	860	700
Charitable activities:				
Operating grants	834,140	423,642	1,257,782	1,244,199
Capital grants	-	30,000	30,000	35,900
Network Support Grant	121,758	-	121,758	115,637
Fares	658,237	-	658,237	588,694
Other trading activities – training	120	-	120	770
Investments	9,948	-	9,948	13,701
Other	208,463	-	208,463	145,500
Total income	1,841,664	453,642	2,295,306	2,155,501
Expenditure on:				
Fundraising	(18,736)	-	(18,736)	(27,026)
Charitable activities	(1,621,291)	(482,017)	(2,103,308)	(1,984,589)
Total expenditure	(1,640,027)	(482,017)	(2,122,044)	(2,011,615)
Net gains/(losses) on investments	29,156	-	29,156	14,129
Net income/(expenditure)	230,793	(28,375)	202,418	158,015
Other recognised (losses)/gains:				
Actuarial losses on defined benefit pension scheme	(179,000)	-	(179,000)	(101,000)
Net movement in funds	51,793	(28,375)	23,418	57,015
Reconciliation of funds:				
Total funds at 1 April 2025	1,248,245	218,172	1,466,417	1,409,402
Total funds at 31 March 2026	1,300,038	189,797	1,489,835	1,466,417

Balance Sheet as at 31st March 2026	2026 £	2025 £
Fixed assets	1,008,906	1,071,343
Current assets	591,747	508,858
Current liabilities	(110,818)	(113,784)
Net current assets	480,929	395,074
Net assets	1,489,835	1,466,417
Total funds of the charity:		
Restricted funds	189,797	218,172
Unrestricted funds – designated	290,012	377,956
Unrestricted funds – general	1,010,026	870,289
Total funds	1,489,835	1,466,417

Approved by the Board on 8th September 2026

OUR TEAM

HcL Staff

83 staff and 2 volunteers as at October 2026 · ^ denotes 20 or more years' service · * denotes 10 or more years' service

Head office

Kelvin Cochrane
Chief Executive

Lesia Herasymchuk
Deputy Chief Executive

Core Team

Robert Hutson^
Senior Operations Manager

Gary Toner^
Lead Operations Manager

Alexis Brown*
Finance Officer

Edinburgh

Ian Greig^
Operations Support Officer

Sara Sneha George
Finance Officer

Elizabeth Campbell
Service Development Manager

Jonathan O'Keefe
Fundraiser

Sophie Campbell
Marketing Manager

Amy Hutson*
Operations Supervisor

Kirsty Kinnaird*
Operations Support

Chris Howard*
Senior Despatcher

David McGill*
Senior Driver

Angela Stein*
Senior Driver

Robert Laing*
Senior Driver

Robert Cummings
Driver

Gavin Rae
Driver

Andrew Wilkins
Driver

Neil Young
Driver

Frederick Aspinall
Driver

Patrick Carey
Driver

Darren Steen
Driver

James Marr
Driver

William Ross
Driver

Aidan Bolger
Driver

Rossalyn Stein
Driver

Andrew Dickson
Driver

Brian Cornwall
Driver

Amanda Waines
Passenger Assistant

Andrew Bond
Driver

Midlothian & East Lothian

Russell Scott*
Senior Driver

Mark McCrindle*
Senior Driver

Scott Pennycook
Driver

David McGeachie
Driver

Gregory Crosbie
Driver

Andrew Thomson
Driver

West Lothian

Frances McCallum^ Office Coordinator	Mark Toner* Senior Driver	John Watson* Senior Driver	Reginald Watson Driver
Robert Kelly* Senior Driver	Janet Russell Driver	Ronald Thompson Driver	George Edmondson Driver
Richard Sharp Driver	Paul Dalzell Driver	Edward Green Driver	Graham Dick Driver
John Glencross Driver	Ainslie Hunter Driver	Paul Laing Driver	Thomas Mann Driver
Leonard Marshall Driver	Michael Quigley Driver	Thomson Taylor Driver	Falconer Crichton Volunteer Driver
Margaret Comfort Volunteer Despatcher	Colin Dundas Passenger Assistant	Jared Toner Passenger Assistant	

Liberton

Robert Colburn Assistant Operations Manager	Yaroslav Varanytsia Office Coordinator	Craig Bell Driver	James Conaghan Driver
Ian Crawford^ Driver	Leslie Thomas Dow Driver	Garry Graham Driver	Andrew Gray Driver
Steven Hardie Driver	Steven Hoatson Driver	Douglas Morrison Driver	Thomas Quinn Driver
James Roberts Driver	Allan Slow Driver	Peter Stewart* Driver	Nicola Tailford Driver
Bradley Tait Driver	Andrew Tanner Driver	Blair Watson Driver	Hilda Jack Passenger Assistant
Elizabeth Dalley Passenger Assistant	Christina McCaw Passenger Assistant	Gemma McLoughlin Passenger Assistant	Sharon Shillinglaw Passenger Assistant
Margaret Thomas Passenger Assistant			

HcL staff leavers throughout the year

Dolina Gorman Fundraising and Marketing Manager	Paul Devers Assistant Operations Manager	George McGregor Driver	Jacqueline Stewart Driver
Ian Cochrane Driver	Kevin Scott Driver	Peter Henderson Driver	Neil McKay Driver
David Adams Driver	Ian Douglas Operations Supervisor	James Law Driver	John Nelson Driver
James Steedman Driver	Ester Vizcay Passenger Assistant	Sophie Crooks Finance Assistant	Stephen Baillie Driver
Susan Colgan Passenger Assistant			

In memory of Thomas Crosby

It is with great sadness that we share the news of the passing of Thomas Crosby in September 2026. Thomas was a familiar and deeply valued face across our community, serving dedicatedly as a driver for the West Lothian Dial-A-Bus.

We extend our deepest, heartfelt condolences to Thomas's family, friends, and loved ones during this incredibly difficult time.

HcL Board of Trustees

Dennis Wilson

Chairman

Dr Kenneth Brown

Vice Chairman

Jaslin Bhagrath

Treasurer

Mike Harrison**Kirstie Kerr****Christina Craig****Catriona Weir****James Brown****Linda Wright****Stephen Somerfield****Joan Cameron****Patricia Lawson**

resigned 2nd February 2026

resigned 2nd February 2026

Assessors and Observers

Councillor Lesley Macinnes

The City of Edinburgh Council

Karen Reeves (Observer)

The City of Edinburgh Council

Councillor Tom Conn

West Lothian Council

Nicola Gill (Observer)

West Lothian Council

Councillor Russell Imrie

Midlothian Council

Wyne Clark (Observer)

Midlothian Council

Councillor (to be arranged)

East Lothian Council

Diane Murray (Observer)

East Lothian Council

Contact Information



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24/3A Dryden Road, Bilston Glen Industrial Estate, Loanhead, EH20 9HX

Dial-A-Ride Bookings **0131 447 9949**Dial-A-Bus Bookings **0131 447 1718**

edinburgh@handicabs.org.uk

WEST LOTHIAN

17A Inchmuir Road, Whitehill Industrial Estate, Bathgate EH48 2EP

Dial-A-Ride Bookings **01506 633953**Dial-A-Bus Bookings **01506 633336**

bathgate@handicabs.org.uk

HcL Administration & Registered Office

0131 447 9953

admin@handicabs.org.uk ·

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